



TO: Board of Directors

FROM: Jim Derwinski, CEO/Executive Director

SUBJECT: July 2023 Ridership Trends

DATE: August 16, 2023

This memo describes ridership patterns in 2023, including ridership and service recovery by line and service period. The data in this report is preliminary and will be finalized at the end of the year.

In July 2023, Metra provided 2.7 million passenger trips, a -6% decrease from the previous month and a 23% increase from the prior year. Compared to June, July had two fewer weekdays, one additional Saturday, and one additional Sunday.

Estimated Passenger Trips by Month

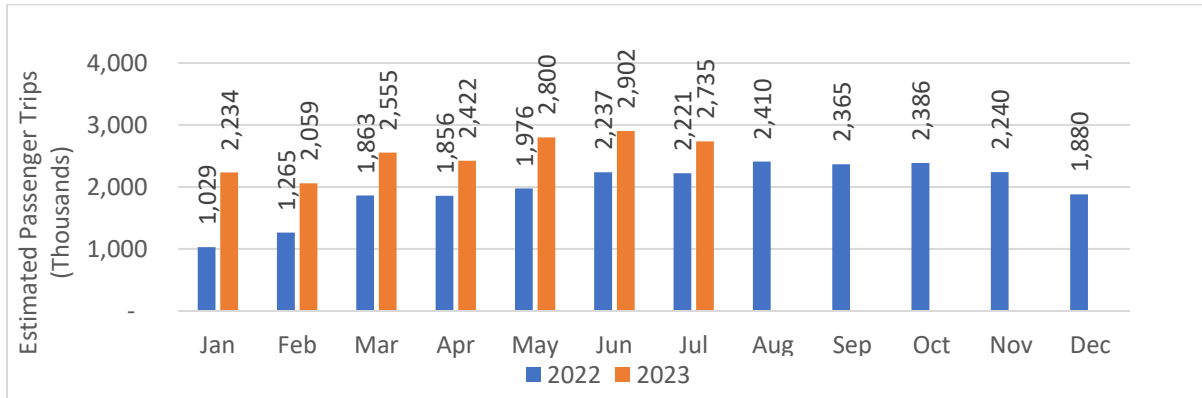


Exhibit 1

Estimated Passenger Trips by Line (July 2022 vs. July 2023)

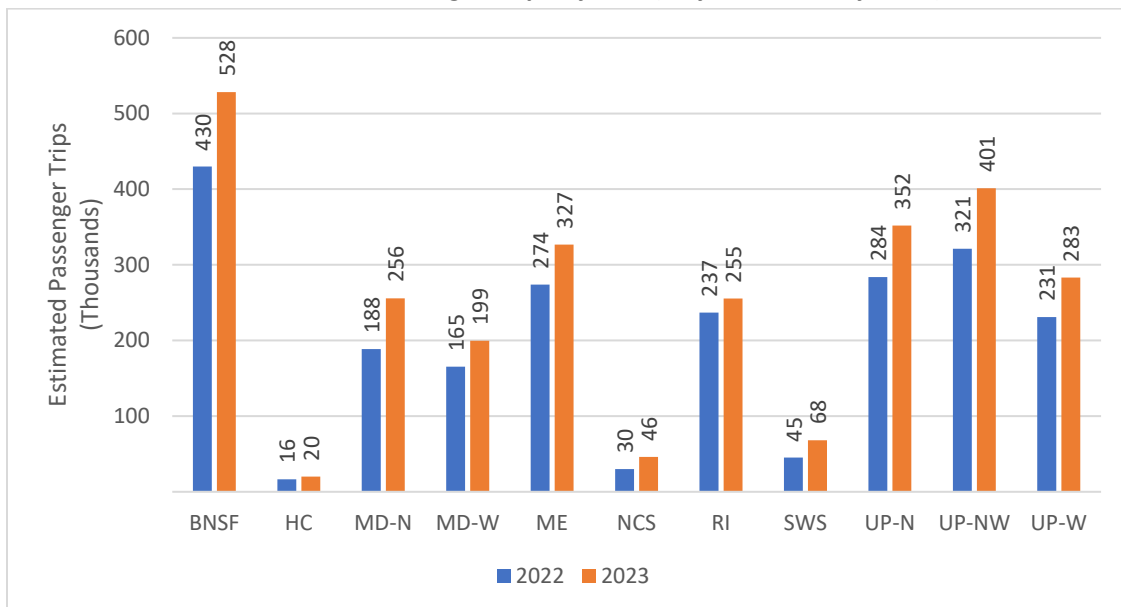
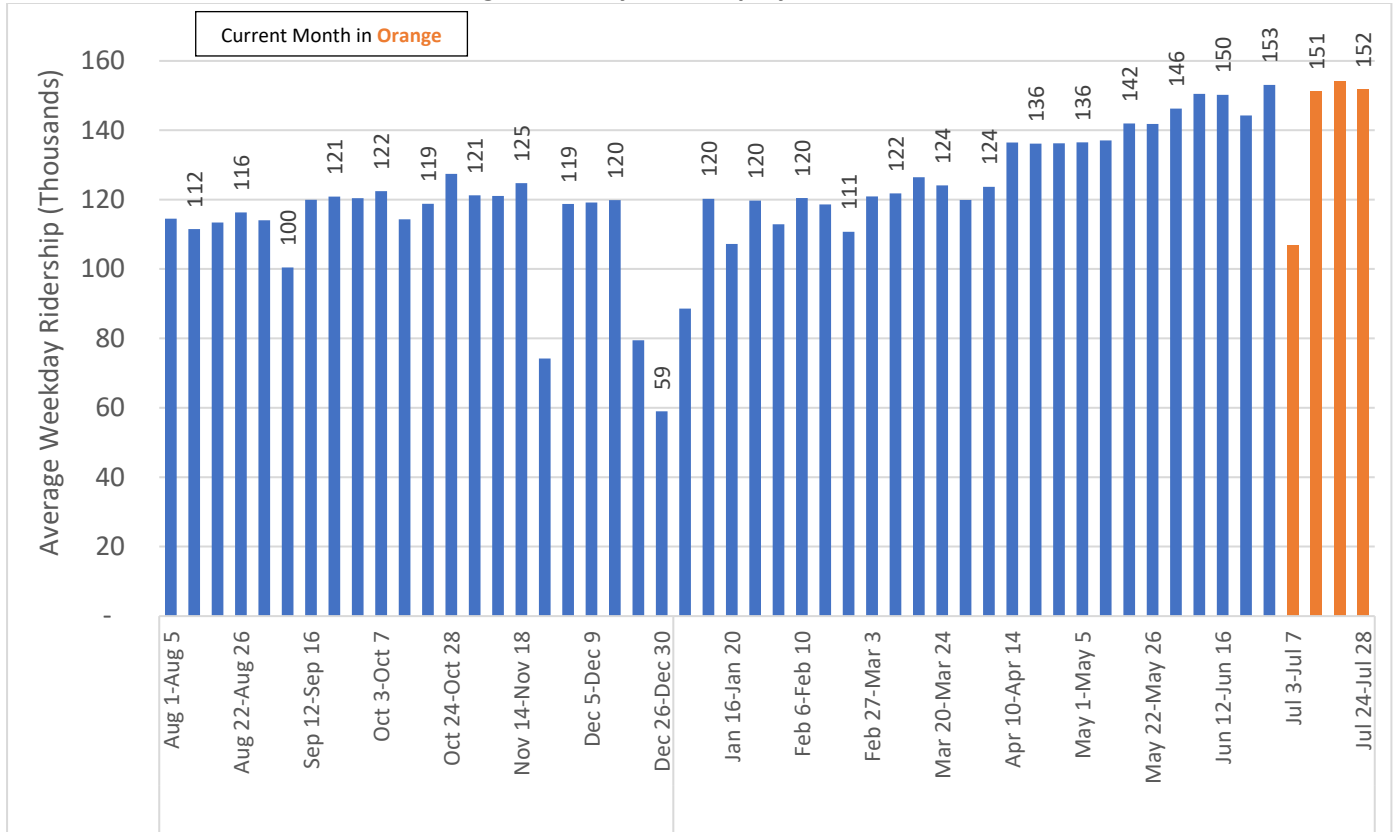


Exhibit 2

Weekday Ridership

July average weekday ridership was 146,000, which was -2% lower than June and 52% of 2019 levels. Metra continued to break daily ridership records in July. With 181,000 passengers, Wednesday July 19 became Metra’s highest ridership day since the start of the pandemic.

Metra Average Weekday Ridership by Week (August 2022-July 2023)



	2022					2023						
	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July
Weekday Avg Chg. from Prior Month	1%	3%	1%	-2%	-12%	10%	3%	5%	9%	6%	5%	-2%

Exhibit 3

Weekday Passenger Loads for Month (Fridays shown with grey bars)

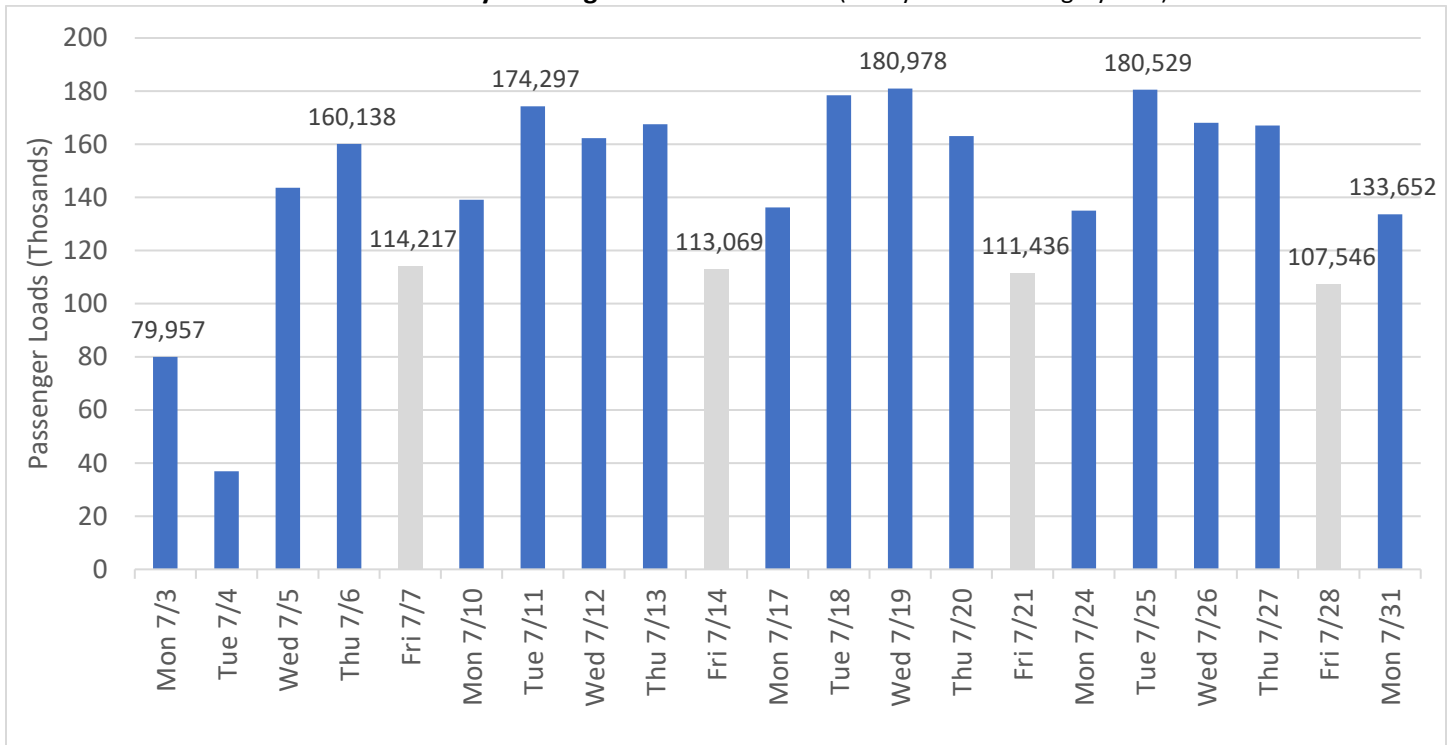


Exhibit 4

*Tuesday July 4 was Independence Day

July Ridership Highlights

- Metra recorded 180,978 daily passengers on Wednesday, July 19, exceeding the previous month’s daily ridership record by 700 passengers and becoming Metra’s highest daily ridership since the start of the pandemic.
- Metra ran 5 additional trains on the BNSF, Rock Island, and UP-N lines on the weekend of July 1-2 for the first ever NASCAR Chicago Street Race. There were an estimated 12,800 additional passengers that weekend compared to other weekends in July.
- Metra temporarily reduced the UP-NW weekday schedule by four trains July 10-18 to complete part of a tie replacement project. The BNSF Saturday schedule was also reduced by ten trains on July 8, closing the Westmont station for the weekend.

Service Status

Metra continues to restore service in different capacities on its lines, as ridership recovers from the COVID-19 pandemic. Schedules for four lines (BNSF, Metra Electric, Rock Island, and Union Pacific North) were redesigned to standardize stopping patterns and to increase midday service as part of a 2021 pilot schedule initiative. The UP-NW 2022 pilot schedule was further enhanced in April 2023 which included implementing hourly midday service, a level not reached even in the pre-COVID schedule. These lines have demonstrated a stronger midday recovery compared to the overall recovery of those lines and compared to the system’s midday as a whole. For example, the Union Pacific North and Metra Electric each have recoveries of 93% and 87% during the midday compared to the system’s recovery of 69%.

Metra staff continually monitors ridership, operations data, and customer feedback on all lines to explore any opportunities for improvement.

Ridership Recovery by Line & Service Period (Jul 2023 as a percentage of Jul 2019)

Line	Peak	Rev Peak	Midday	Evening	Weekday	Saturday	Sunday
BNSF	42%	52%	55%	58%	45%	59%	59%
HC	45%	-	-	-	43%	-	-
MD-N	48%	44%	69%	45%	49%	74%	78%
MD-W	38%	54%	56%	58%	42%	73%	77%
ME	43%	161%	87%	94%	57%	123%	116%
NCS	41%	29%	69%	-	42%	-	-
RI	42%	108%	70%	64%	47%	70%	75%
SWS	39%	36%	36%	20%	38%	-	-
UP-N	60%	63%	93%	90%	67%	99%	90%
UP-NW	55%	62%	76%	76%	59%	82%	91%
UP-W	57%	68%	55%	63%	58%	84%	78%
Total	47%	64%	69%	67%	52%	80%	81%

Exhibit 5

Monthly Pass Sales

The \$100 Super Saver Monthly Pass marked its one-year anniversary in July, with nearly 13,000 additional monthly passes sold compared to the first month of the program. With area schools on summer break and two fewer weekdays in July compared to June, monthly pass sales fell by 1,600 from the prior month.

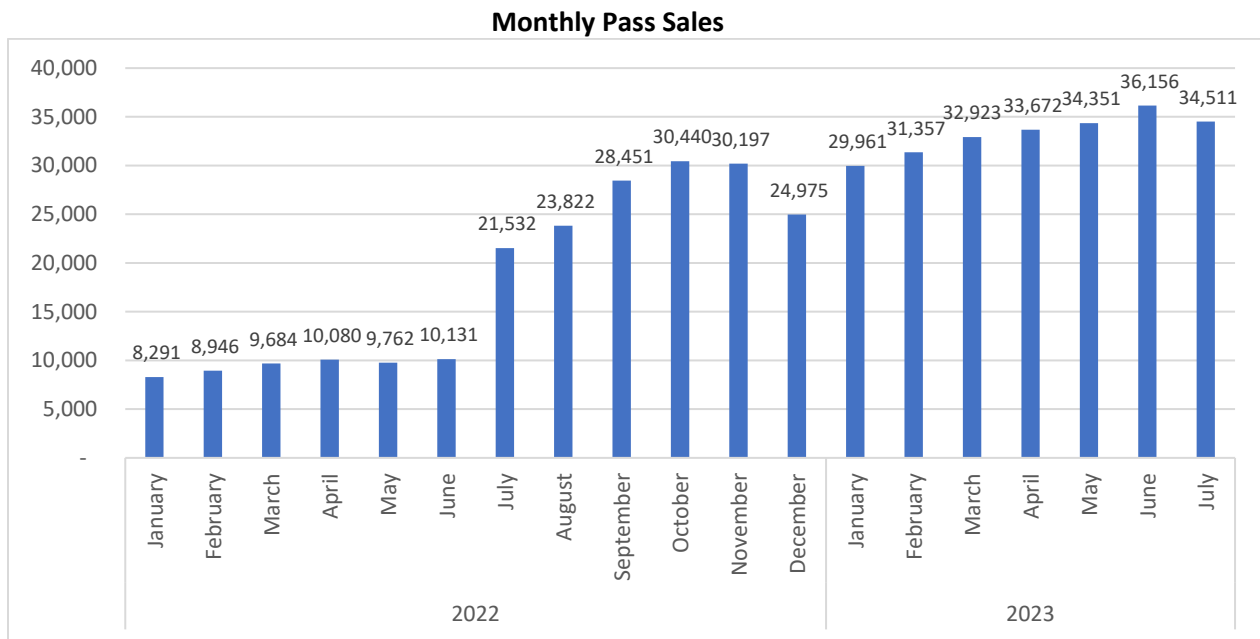


Exhibit 6

Ridership by Ticket Type

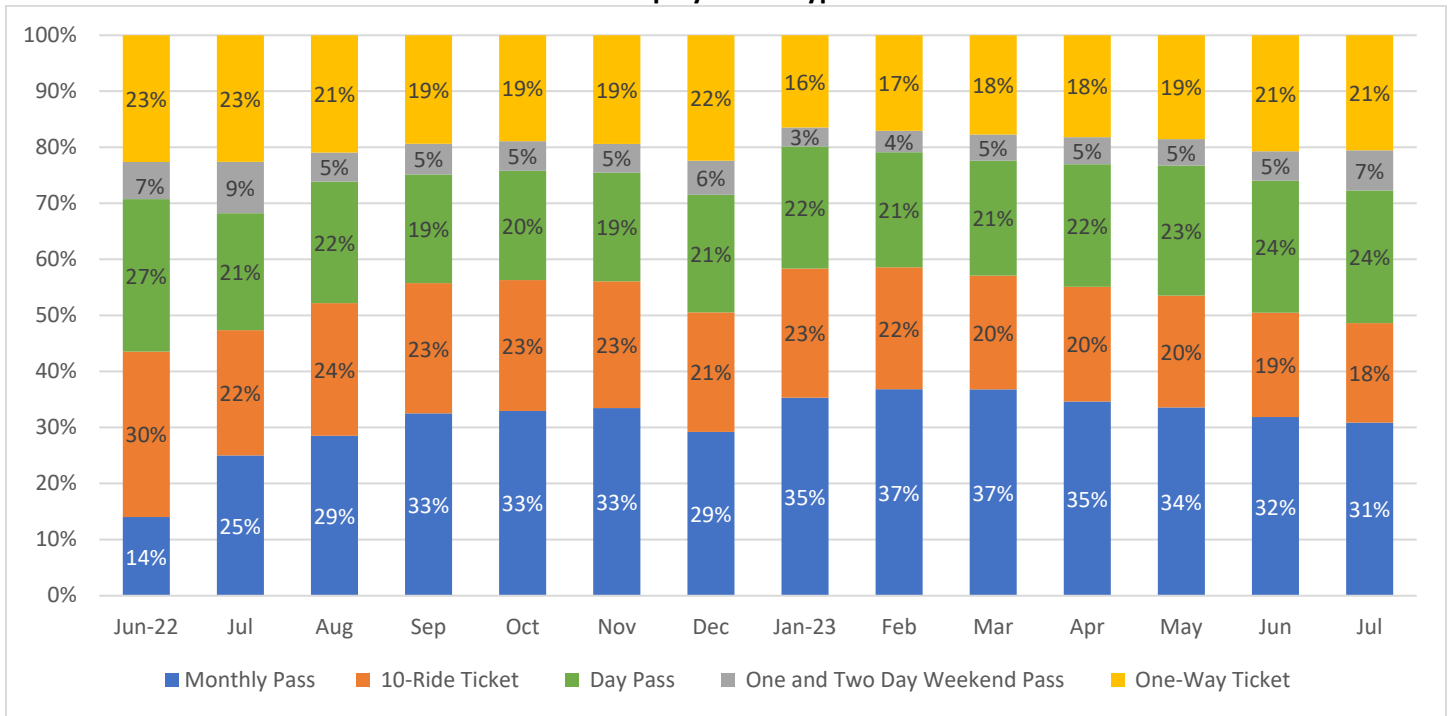


Exhibit 7

Note: Exhibit 7 excludes free trips

Ticket Sales

The following tables show ticket sales and ridership by ticket type and sales channel.

Ticket Sales and Ridership by Ticket Type (thousands)

Ticket Type	Ticket Sales				Ridership			
	Jul 2019	Jul 2023	Jul 2019 Share	Jul 2023 Share	Jul 2019	Jul 2023	Jul 2019 Share	Jul 2023 Share
Monthly Pass	82	35	6.0%	3.2%	3,512	832	54%	30%
10-Ride Ticket	162	48	11.9%	4.4%	1,616	478	25%	17%
One-Way Ticket	998	554	73.3%	51.0%	997	554	15%	20%
Weekend Pass	119	-	8.8%	0.0%	298	-	5%	0%
One Day Weekend Pass	-	90	0.0%	8.3%	-	149	0%	5%
Two Day Weekend Pass	-	21	0.0%	1.9%	-	44	0%	2%
Day Pass	-	338	0.0%	31.1%	-	638	0%	23%
\$6 Day Pass	-	108	0.0%	10.0%	-	212	0%	4%
\$10 Day Pass	-	230	0.0%	21.2%	-	425	0%	16%
RTA Ride Free Permit	-	-	0.0%	0.0%	73	40	1%	1%
Total	1,361	1,086	100%	100%	6,496	2,735	100%	100%

Exhibit 8

Ridership by Sales Channel (thousands)

Sales Channel	Ticket Sales				Ridership			
	Jul 2019	Jul 2023	Jul 2019 Share	Jul 2023 Share	Jul 2019	Jul 2023	Jul 2019 Share	Jul 2023 Share
Conductor	257	97	19%	9%	347	110	5%	4%
Commuter Benefit	34	6	3%	1%	1,161	102	18%	4%
Ventra App	674	847	49%	78%	2,919	2,097	45%	77%
Ticket Agent	358	116	26%	11%	1,793	354	28%	13%
Ticket Vending Machine	41	19	3%	2%	215	31	3%	1%
RTA Ride Free Permit	-	-	0%	0%	77	40	1%	1%
Total	1,364	1,085	100%	100%	6,512	2,735	100%	100%

Exhibit 9

Note: Values in Exhibits 8 and 9 do not add to total ridership due to Group Sales, Marketing Sales, and Refund Adjustments; 2019 data may not match previously reported totals due to late-reporting sales and refunds; 2023 data are preliminary and subject to revision as data is continuously reviewed throughout the year. Sales of incremental tickets are not included.

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